

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 476

Growth Management Hearings Office

Mission

The mission of the Growth Management Hearings Office is to make informed decisions on appeals arising from the implementation of the Growth Management Act in a clear, consistent, timely, and impartial manner that recognizes regional diversity.

Strategy To adjudicate growth management disputes quickly, fairly, and effectively at minimum costs to the parties and with a low percentage of cases being appealed.

Performance Measure Percentage of cases completed in 180 days.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				100%				100%
Actual				100%				100.0%
Date Measured				6/30/98				6/30/99

Performance Measure Percentage of cases upheld on appeal

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				100%				100%
Actual				92%				87%
Date Measured				6/30/98				6/30/99

Performance Measure Number of cases completed.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				120				120
Actual				82				44
Date Measured				6/30/98				6/30/99